Alaska Air National Guard
Active Guard Reserve (AGR)
Position Announcement
AKANG 16-85

http://dmva.alaska.gov/employment.htm

POSITION TITLE: Client Systems Craftsman	AFSC: 3D171	OPEN DATE: 7 JUNE 2016	CLOSE DATE: 7 JULY 2016

UNIT OF ACTIVITY/DUTY LOCATION: 168th Communications Flight, Eielson AFB, Alaska	GRADE REQUIREMENT: Minimum: E4 (Immediately promotable to E5) Maximum: E7

SELECTING SUPERVISOR: MSgt Chagnon	VACANCY: 0959739	PHYSICAL PROFILE: PULHES – 333233

AREAS OF CONSIDERATION

Area 1 On Board AKANG AGR (ANY AFSC)

Area 2 Alaska Air National Guard members (ANY AFSC)

Area 3 Nationwide (Military members eligible for Membership in the AKNG) (MUST HOLD ADVERTISED AFSC)

All applicants MUST meet the grade requirement and physical/medical requirements outlined

MAJOR DUTIES MAY INCLUDE

- Serves as a focal point for ensuring functionality and operability of the assigned IT/data systems/functions, voice and wireless systems
- Provides customer support, assistance, training, and orientation. Demonstrates processes and provides orientation for new users
- Provides technical assistance to network users so that LAN/WAN and other IT systems operations have few major disruptions
- Proactively interacts with users to ensure proper operation of computer systems, hardware, and software
- Provides technical hands-on assistance with software installations, hardware configurations, and communication networking
- Provides instructions to customers on accessing data, processing, space utilization efficiencies, and program recovery techniques
- Consults with customers regarding potential system or program upgrades. Develops and maintains a trouble resolution database
- Administers customer accounts and provides initial orientation to new customers. Creates and deletes user accounts, assigns and resets passwords
- Records problem reports as they occur to effectively track outages and types of interruptions to service.
- Determines customer requirements and assists customers by recognizing and analyzing trends and providing instruction
- Researches, evaluates, and provides feedback on problematic trends and patterns in customer support requirements
- Installs upgrades or modifications on customer work stations, and instructs users on new or changed procedures
- Develops computer procedures and tests for possible problems. Maintains, interprets, and writes portions of operating and user manuals and instructions
- Coordinates between customers, support personnel, and commercial vendors to resolve network, software, and system anomalies
- Assists in administering the base local area network (LAN) and wide area network (WAN) for the installation
- Monitors ongoing operation of network systems to ensure hardware and software are functioning and operational standards are met
- Identifies and resolves network related problems occurring within the assigned area of responsibility. Responds to customer requests for assistance, ensuring trouble reports are handled expeditiously
- Documents results of the techniques and procedures applied in problem resolution to establish a record of activities for future use
- Sustain and operate systems through effective troubleshooting, repair, and system performance analysis
- Manage client user accounts and organizational client device accounts. Install and configure software operating systems and applications
- Perform client-level information technology support functions; Manage hardware and software
- Perform configuration, management, and troubleshooting; Remove and replace components and peripherals to restore system operation
- Provide service to end-users for operation, restoration, and configuration of information systems. Perform client-level voice network functions; Manage client hardware and software. Report security
- Establish work standards, methods and controls for preventative, scheduled, and unscheduled maintenance actions
- Determine extent and economy of repair of malfunctioning equipment. Develop, plan, and integrate base communications systems
- Ensure compliance with technical data, instructions, and work standards; Develop and enforce safety standards
- Perform additional duties as assigned

INITIAL ELIGIBILITY CRITERIA

➤ APTITUDE REQUIREMENT –ELECTRICAL – 60 OR ELECTRICAL 55 AND Cyber Test - 60

➤ SECURITY CLEARANCE –Secret (eligible to obtain)

➤ STRENGTH APTITUDE - Demonstrated by weight lift of 50 LBS

➤ AFSC not open to non-United States Citizens. AFSC identified is open to United States nationals

➤ Must possess a valid state driver's license to operate government motor vehicles (GMV) in accordance with AFI 24-301, *Vehicle Operations*

➤ Normal color vision as defined in AFI 48-123, *Medical Examinations and Standards*

➤ *Must* maintain local network access IAW AFMANs 33-152, *User Responsibilities and Guidance for Information Systems* and 33-282, *Computer Security*.

➤ Specialty routinely requires work in the networking environment.

➤ Must attain and maintain a minimum Information Assurance Technical Level II certification according to DoD 8570.01-M, *Information Assurance Workforce Improvement Program*.

PREFERRED QUALIFICATIONS

➤ Knowledge of: IT fundamentals, test equipment, special tools, maintenance, management, and security practices is mandatory

➤ CompTIA Security+ Certification

➤ CompTIA A+ Certification

➤ Experience installing and troubleshooting Standard Desktop Configurations (SDC)

➤ Experience using Remedy or other enterprise-level help desk software

See page 2 for All Required Documents for Considerations

INSTRUCTIONS FOR APPLICANTS

Applicants must not be entitled to receive Federal military retired or retainer pay or Federal civil service annuities and not be eligible for immediate Federal civil service annuities	Individuals who have been separated from other military services for cause, unsuitability, or unfitness for military service are not eligible to enter the AGR program	IAW ANGI 36-101 "Initial tours may not exceed 6 years…" AGR tours may not extend beyond an Enlisted member's ETS or an Officer's MSD
Airmen must meet the minimum requirements for each fitness component in addition to scoring an overall composite of 75 or higher for entry into the AGR program. For members with a documented Duty Limitation Code (DLC) which prohibits them from performing one or more components of the Fitness Assessment, an overall "Pass" rating is required	Individuals selected for AGR tours must meet the Preventative Health Assessment (PHA)/physical qualifications outlined in AFI 48-123, Medical Examination and Standards. They must also be current in all Individual Medical Readiness (IMR) requirements to include immunizations. RCPHA/PHA and dental must be conducted not more than 12 months prior to entry on AGR duty and an HIV test must be completed not more than six months prior to the start date of the AGR tour. Individuals transferring from Title 10 (Regular Air Force or Reserve Component Title 10 Statutory Tour) are not required to have a new physical unless the previous physical is over 12 months old at time of entry into AGR status	An applicant's military grade cannot exceed the maximum military authorized grade on the UMD for the AGR position. Enlisted Airmen who are voluntarily assigned to a position which would cause an overgrade must indicate in writing a willingness to be administratively reduced in grade in accordance with ANGI 36-2503, Administrative Demotion of Airmen, when assigned to the position. Acceptance of demotion must be in writing and included in the assignment application package. Application Package will not be forwarded without statement
AGRs must have 12 months in assigned position or will not be considered for reassignment. *IAW ANGI 36-101. Airmen should remain in the position to which initially assigned for a minimum of 24 months. TAG may waive this requirement when in the best interest of the unit, State, or Air National Guard.*		
ANGI 36-101 "applicant must be able to complete 20 years of active federal service prior to MSD for officers and age 60 for enlisted members. Exceptions may be considered…."	If a selectee does not possess the advertised AFSC, he/she must complete the required training/assignment criteria within 12 months of being assigned to the position. Failure to do so may result in immediate termination. Extension past 12-months will only be considered if the delay is through no fault of the selectee	Applicants who have any Adverse Actions or a UIF, must provide supporting documents with the application. _____ Any further questions regarding the AGR program may be answered in ANGI 36-101

APPLICATION PROCEDURES

Interested applicants who meet the eligibility criteria listed in this announcement may apply by submitting the below listed documents to AKNG-Apply@mail.mil. Hard copy applications will **NOT** be accepted. All applications must be typed or printed in legible dark ink and must be signed and dated with original signature. **Applications received with an unsigned NGB 34-1 will not be forwarded for consideration.** Applicants may include copies of training certificates or any documentation that may be applicable to the position they are applying for. **Per ANGI 36-101, the application package must include at minimum the signed NGB 34-1, current Report of Individual Person (RIP), and current Report of Individual Fitness.** *Items 1-5 are* **required** *by the Human Resource Office to determine initial qualifications.* All other documents are required by the selecting supervisor. If the required documents are not submitted, a letter of explanation must be included. **Incomplete packages will not be considered for the position vacancy.**

1. NGB Form 34-1 Application Form for Active Guard/Reserve (AGR) Position **dated 20131111** (*http://dmva.alaska.gov/employment.htm*)
2. CURRENT Records Review RIP available on vMPF (*http://www.afpc.randolph.af.mil/vs*)
3. CURRENT PASSING Report of Individual Fitness from Air Force Fitness Management Systems (AFFMS) or AF Fitness Assessment Scorecard or a signed letter from the Unit Fitness Monitor
4. CURRENT AF Form 422 Notification of Air Force Member's Qualification Status/World Wide Duty Statement (within 6 months)
5. Copy of CURRENT VALID driver's license
6. Certificates confirming certification (Comp TIA, A+, Net+, Security+) (If applicable)
7. Cover Letter & Resume
8. Last 3 Enlisted Performance Evaluations (If applicable)
9. Letters of Recommendation will be accepted

EMAILING REQUIREMENTS:
Ensure all requirements are consolidated into **ONE** single PDF
PDF File Name should be: Position Announcement Number, Last name, First name, Grade
  Example: **ANG 16-85 Doe, Jane E1**
Email Subject should be: Position Announcement Number
  Example: **ANG 16-85**
Email Application Package to AKNG-Apply@mail.mil or send through AMRDEC Safe https://safe.amrdec.army.mil/safe/ sending to AKNG-Apply@mail.mil --- *** AKNG-Apply@mail.mil email cannot open encrypted emails ***
QUESTIONS:
To verify receipt of application, you may call 907-428-6928 DSN 317-384-4928

REMARKS

Federal law prohibits the use of government postage for submission of applications.

THE ALASKA NATIONAL GUARD IS AN EQUAL OPPORTUNITY EMPLOYER
All applicants will be protected under Title VI of the Civil Rights Act of 1964. Eligible applicants will be considered without regard to race, age, religion, marital status, national origin, political affiliation or any other non-merit factor. Due to restrictions in assignment to certain units and AFSC/MOS some positions may have gender restrictions.